

OFFICE OF SYSTEMS INTEGRATION

REQUEST FOR PROPOSAL OSI 7100-181 UNEMPLOYMENT INSURANCE MODERNIZATION PROJECT



APPENDIX L – UIMOD GLOSSARY AND ACRONYM LIST

June 1, 2007
Addendum 1

ISSUED BY:

STATE OF CALIFORNIA

DEPARTMENT OF GENERAL SERVICES
TECHNOLOGY ACQUISITIONS SECTION
707 3RD STREET, 2ND FLOOR
WEST SACRAMENTO, CA 95605

99.9%: This means that the system can deliver 99.9 percent of the calls into the system on the first attempt without encountering a system error, even if that call is programmed to be rerouted to a custom busy message.

99.999%: Blockage factors (no dial-tone) must occur at a rate of no more than 0.001 percent.

1099 System: A stand-alone system that collects information from Single Client Data Base (SCDB) and produces 1099 Income Tax forms for Unemployment Insurance (UI) claimants.

Abandon: The caller terminates the call anytime after contacting EDD and before a process is completed.

Account Administrator: A user who has the authority and privilege to assign logins, delete, modify, create and set up users for the system.

Acquisition Services Program (ASP): The organization in OSI that will be administering the Prime Contract Procurement.

Activity Calendar and Event Scheduler (ACES): A scheduling system used by Job Service Staff to schedule appointments and workshops, and post attendance results.

Adjudication Center: An organizational entity of EDD staff that currently render decision of eligibility for Unemployment Insurance benefits. The Adjudication Centers will be re-engineered as a part of the CCNPAU project so that workers will also be able to do claim filing and respond to requests for UI information.

Administrative Work Station (AW): Desktop computer configured to manage the UCD system and located in the EDD Central Office and other specified locations.

Advanced Encryption Standard (AES): A method for encrypting information adopted as an encryption standard by the United States government and the National Institute of Standards and Technology (NIST).

Agent: The term “Agent” is an alternate term or alias for a Customer Service Representative. See “CSR” for more information.

Agent Seats: Total number of seats configured into the Unified Call Distribution system.

American Telephone & Telegraph (AT&T): A provider of various communication services, formerly know as Southwestern Bell Corporation and subdivisions.

Application Architecture Description (AAD): The physical construction or design of a computer system and its components.

Application Programming Interface (API): A set of routines, protocols, and tools for building software applications.

Application Service Provider (ASP): An application service provider.

Architecture Description (AD): A description of a system architecture, including its components and the relationship among those components.

Associate Governmental Program Analyst (AGPA): A state occupational classification. Performs a wide variety of consultative and analytical staff services assignments such as program evaluation and planning; policy analysis and formulation; systems development; budgeting, planning, management, and personnel analysis.

Associate Information Systems Analyst (AISA): A state occupational classification. Acts at a full journey level and performs a variety of information technology related tasks.

Associate Systems Software Specialist (ASSS): A state occupational classification. Independently performs assigned systems programming (software) work; and / or acts as lead person over others performing systems software work; and / or participates on software project teams
C2 Changes not incorporated. Bidders do not need to know at this time that this is an entry level position and who this classification is under the direction of.

Asynchronous Transfer Mode (ATM): A Data Network communication protocol.

Audit and Evaluation Division (A&ED): A division of the Employment Development Department's Program Review Branch whose duties include assessing the benefits, capabilities, and costs of the Department's major automation projects. The A&ED also evaluates the quality of the controls and safeguards over Departmental information assets, the effective use of data processing resources, and adherence to management's policies, and encourages the design and implementation of adequate controls over computer applications and the computing environments in which they are used.

Audit Data: A collection of the details of user activities gathered by recording selected types of events in the security log of a server or a workstation.

Automated Call Processing Group (ACPG): See Call Center Operations Group.

Automated Speech Recognition (ASR): Is the process of converting a speech signal to a sequence of words, by means of an algorithm implemented as a computer program.

Automatic Call Distribution (ACD): A telephone switch with the ability to direct calls to the telephone agents that are “most available” within an ACD Group.

Automatic Number Identification (ANI): A service that provides the telephone number of an incoming call.

Base Wage Database (BWDB): A DB2 database containing quarterly employer, employee, and wage information used for calculating UI / DI benefits. Also contains table to support SSN / name verification.

Base Wage File: See Base Wage Database.

Basic Amount: An amount defined during the initial claims process and sometimes “recalculated” thereafter, this is the base weekly UI payment amount. The basic amount is an input to the continued claims process. Also referred to as the weekly benefit amount (WBA).

Benefit Accounting System (BAS): A collection of applications used to process accounting of Unemployment Insurance and Disability Insurance benefit payments and overpayments. Includes tracking disbursement of funds to other entities, reconciliation of bank accounts, posting payment transactions to claimant overpayments, etc. The BAS uses the Single Client Database (SCDB) as its primary data store.

Bridge: An electronic device used between two or more networks/protocols to exchange data.

Budget Change Proposal (BCP): A documents that is created to request new budget authority for specific programs or activities. BCPs add budget authority to the upcoming and future fiscal years. The review and approval of BCPs is a formal process involving EDD, Labor and Workforce Development Agency, Department of Finance, Legislative Analyst’s Office, and the Legislature.

Burn-in: To run a system or device for a period of time to ensure that all components are working properly.

Business Entity: A software component used for modeling a Business Object Type. Each includes an XML-based schema that defines the data that is used by that Business Entity.

Business Entity Class: Used to create instances of a business Entity, and to perform operations (e.g. set properties, serialize the entity) on that Business Entity instance.

Business Intelligence (BI): The tools, systems and business processes that allow an organization to gather, store, access and analyze data to aid in decision-making and strategic planning. Generally these systems will illustrate business intelligence in the areas of customer profiling, customer support, statistical analysis, and inventory and distribution analysis to name a few.

Business Operations Planning and Support Division (BOPSD): A division of EDD that provides business services to the Department.

Business Rules Framework (BRF): A software sub-system that allows non-technical personnel to define and manage business rules without changing application code.

California Job Opening Browser System (CalJOBS): California's Internet system for linking employer job listings and job seeker résumés.

California Multiple Award Schedule (CMAS): One method used by the State of California Department of General Services, Procurement Division for soliciting bids and awarding contracts for government services from the private sector. The CMAS contracts are established using products, services and prices from already existing competitively assessed and cost compared multiple award contracts.

California State Information Security Office (SISO): The office within the California Department of Finance that has the responsibility and authority over the information security policy identified in the California State Administrative Manual Sections 4840 through 4845. It provides statewide direction and leadership to manage security and operational security recovery risk for the State's information assets.

California Training Benefits (CTB): A program that allows claimants who lack competitive job skills to receive benefits while attending approved training. A CTB claimant is exempt from the regular Unemployment Insurance Program availability and job search requirements. The training provider must certify that the claimant was participating in approved training before payment can be made for a week.

Call Blockage: The caller cannot connect to the IVR system or to an agent due to capacity limitations.

Call Center Network Platform and Application Upgrade (CCNPAU): A project of the Employment Development Department that will result in the acquisition and implementation of a hardware/software platform to support the Unemployment Insurance Call Center network.

Call Center Operations Group (CCOG): The group within the Production and Operations Management Division (POMD) that is responsible for the day to day technical operations of the call centers.

CALNET II: Is four Master Services Agreements (MSAs) that the Department of Technology Services awarded on January 30, 2007. The competitively bid MSAs provide traditional and new telecommunications services to California government agencies over the next five years with an option for two additional one-year extensions.

Canonical: The usual or standard state or manner of something. For the Architecture Description document, Canonical refers to the standard XML format of EDD business objects and/or messages used internally by the CCR System applications. These standard formats are defined and validated by schemas (XSD, WSDL, etc.) that are catalogued in the meta-data repository.

Category 5 (CAT5): Computer cabling standard commonly used for LAN/WAN connections up to 100Mbps (megabits per second transmitted).

Category 6 (CAT6): Computer cabling standard commonly used for LAN/WAN connections up to 10Gbs (gigabits per seconds)—higher speed than CAT5.

Central Archive: To copy files to a long-term storage medium for backup.

Centrex: Telephone equipment that exists within the provider's network (generally phone equipment that belongs to the "Phone Company"). Centrex is a business telephone service offered by a local telephone company from a local central office.

Centrex Based: Telephone equipment at the customer site that is connected to Centrex equipment (See Centrex above).

Change Management: The process of controlling changes to the infrastructure or any aspect of services, in a controlled manner, enabling implementation of approved changes with minimum disruption.

Channel Service Unit / Data Service Unit (CSU/DSU): A device to terminate a digital channel on a customer's premises.

Chief Information Officer (CIO): CIO is a title used for a Chief Information Officer.

Cisco: A computer equipment provider, generally known for networking equipment (both telecommunications and data).

Claim: An application for benefits under the State's Unemployment Insurance program. Results in a Notification of Award.

Claimant: An Unemployment Insurance (UI) applicant. Clients also become Claimants once they have filed for UI benefits.

Client: Any individual who has information on file with the EDD.

Client Access License (CAL): A license required by some manufacturers for use of proprietary software.

CODEC: A CODEC is the coder/decoder standard for translating analog voice signals to digital data and back again in Voice over Internet Protocol Technology. It also establishes the compression algorithm applied to the data. There are multiple CODEC standards that establish compression between 5.3 and 64 Kbps. The number of simultaneous calls that can be carried by a T1 line depends on the CODEC compression level.

Commercial Off-the-shelf (COTS): A term for software or hardware products that are ready-made and available for sale, lease or license to the general public.

Compliance conditions: The unique set of requirements with which each Claimant must comply in order to be eligible to receive Unemployment Insurance benefits.

Computer Telephony Integration (CTI): A system that provides connectivity between the telephone system switch and the telephones and enables the computer system to instruct the telephone switch to deliver the data to a user's PC at the same time the call is delivered to that user.

Configuration Item (CI): A component of an infrastructure - or an item, such as a request for change, associated with an infrastructure - that is (or is to be) under the control of configuration management. The CIs may vary widely in complexity, size and type, from an entire system (including all hardware, software and documentation) to a single module or a minor hardware component.

Configuration Management (CM): The process of identifying and defining the items in the system, controlling the change of these items throughout their

lifecycle, recording and reporting the status of items and change requests, and verifying the completeness and correctness of items.

Configuration Management Database: A database that contains all relevant details of each Configuration Item (CI) and details of the important relationships between CIs.

Contact Center: In addition to performing the duties of a traditional call center, it also performs collective handling of letters, faxes, and e-mails at one location.

Continued Claim (CC): A certification of eligibility conditions and request for payment of Unemployment Insurance benefits. Currently submitted either weekly or biweekly by mail using the DE 4581 form.

Continued Claim Certification: An application for payment under the UI program; form DE 4581.

Continued Claim Payment Time Lapse (CCPTL): A key performance measure for the Unemployment Insurance Program. The time period between the last payable week ending date and the payment mail date.

Continued Claims Redesign (CCR) Project: A project of the Employment Development Department that will result in new technological support for processing Unemployment Insurance (UI) continued claims. The CCR System will allow claimants to certify for UI benefits via the telephone and the Web. In addition, the CCR System will provide improved operational and fraud detection reporting capabilities and also deploy a Web content publishing tool.

Continued Claims Redesign (CCRS) System: The system to process and pay continued claims that will be built for the UI Program.

Contractor: The external service provider that will develop, or otherwise supply and implement the UIMOD system.

Customer Information Control System (CICS): An IBM program environment designed to allow transactions entered at remote computers to be processed concurrently by a mainframe host.

Customer Information Control System/Common Business Oriented Language (CICS/COBOL): Application programs that form the automated UI, DI, Benefit Accounting, and related miscellaneous systems.

Customer Premises Equipment (CPE): Equipment that is located at the customer site—the opposite of Centrex based equipment.

Customer Service Representative (CSR): A term used to describe EDD staff who provide services to claimants, employers, and the public. The CSR is also referred to as an “Agent”.

DB2: IBM’s relational database system that runs on System 370-compatible mainframes under the MVS operating system.

Dashboard: A compilation displaying a configurable number of real-time (or near real time) UI program statistics, giving the viewer the current status of UI business conditions. (e.g. weeks claimed, claims filed, determinations scheduled, calls answered, calls received, agents logged in). Analogous to the dashboard of an automobile.

Database Server: A server that has been configured with database management software.

Data Processing Manager II (DPM II): A state occupational classification. Second level supervisor responsible for management and planning of data processing systems development, EDP workload, and IT staff.

DE4581: A standard form used to certify for Unemployment Insurance continued claim benefits.

Definite Eligibility Issue: Continued claims where sufficient information is available to confirm that some unmet eligibility requirements exist. Policy requires that such claimants receive due process notice (are notified of, and participate in, a determination telephone interview appointment) before benefits may be denied.

Definitive Software Library (DSL): A secure software library where all versions of software configured items that the Change Control Board has accepted are held in their definitive, quality-controlled form (by necessity this logical library may have to occupy one or more physical locations.) Only authorized software should be accepted into the DSL, strictly controlled by Change and Release Management.

Deflect: The caller cannot connect to the IVR system or to an agent due to system capacity limitations.

Demilitarized Zone (DMZ): A network area that sits between an internal network and an external network, such as the Internet.

Department of Finance (DOF): A State of California government agency.

Department of General Services (DGS): A State of California government agency.

Department of Technology Services (DTS): A State of California Agency that serves the common technology needs of agencies and other public entities. The DTS incorporated the Teale Data Center, Health and Human Services Data Center (HHSDC), and the Department of General Services' Office of Network Services into one department.

Department of Labor (DOL): The Federal Agency responsible for funding and oversight of the Unemployment Insurance Program.

Department of Motor Vehicles (DMV): A State of California agency that issues and maintains California drivers' licenses, identification cards and vehicle registrations.

Determination Interview: A scheduled interview between a claimant and UI representative for the purpose of gathering additional information to determine eligibility under the UI program. Also, the interview could determine if a specific payment will be made under the UI program. Typically, the determination interview is conducted via phone within a scheduled call window (time period to conduct interview).

Determination Time Lapse (DTL): The time interval between the time of eligibility issue detection and the completion of the adjudication process. This results in either an issuance of a Notice of Determination or payment authorization.

Digital Multiplex System (DMS 100): A line of digital central office switches manufactured by Nortel.

Digital Signal Processing (DSP) Farm: Devices used to convert analog signals to digital data and vice versa and handles digital compression of analog data. The DSP devices are used in conjunction with the enterprise backbone switch to convert compressed VoIP voice data into conversational analog calls that are routed to agents.

Digital Sound, level 3 (DS3): A dedicated phone connection supporting data rates of about 43 Mbps. A T-3 line consists of 672 individual channels, each of which supports 64 Kbps. T-3 lines are sometimes referred to as DS3 lines.

Digital Telephones: Telephone sets for Traditional Telephony configurations.

Digital Telephone Cards: A printed circuit board, that can be inserted into a telephone switch which interfaces with the digital telephones and provides added capabilities.

Disability Insurance System (DIS): A collection of applications used to process and maintain Disability Insurance claims. The DIS uses the SCDB as its primary store and shares some data and processes with the Unemployment Insurance System.

Disabled Veteran Business Enterprise (DVBE): A Participation Program for State contracts established to acknowledge disabled veterans for their service and to further DVBE participation in state contracting, promote competition, and encourage greater economic opportunity. A DVBE is a business currently certified by the California Department of General Services, Procurement Division (DGSPD), Office of Small Business and DVBE Certification (OSDC).

Division Office (DO): The Division Offices are the headquarters offices for the call centers and adjudication centers.

Document Object Model (DOM): A programming interface specification being developed by the World Wide Web Consortium (W3C), lets a programmer create and modify HTML pages and XML documents as full-fledged program objects.

Duration cost: The aggregate cost of UI payments.

Dynamic Capacity Modification: The ability to modify the inbound and outbound capacity of a device—specifically, the ability to shut down usage of some trunks and/or turn on some trunks on a given device.

Dynamic eXtensible Markup Language (DXML): Dynamic eXtensible Markup Language is a standard way of tagging data so it can be read and interpreted by a variety of Web browsers, by a variety of software, servers, and clients, regardless of how it was created.

Dynamic Host Configuration Protocol (DHCP): This is a protocol that lets network administrators centrally manage and automate the assignment of IP Addresses on the corporate network. The DHCP automatically sends a new IP address when a computer is plugged into a different place in the network. (See also: IP Address).

Dynamic Link Library (.dll): A file suffix indicating dynamic link library.

EDD Client Number (ECN): A number that is assigned by the EDD in lieu of a social security number (SSN) when the SSN provided is already in use by another EDD client/claimant or a claimant's identity is in question.

EDDCOMM: An internet-based customer service tool that allows customers to access answers to frequently asked questions or to electronically submit questions, comments or complaints to different EDD program areas.

Eligibility Requirements: Requirements that must be met before an unemployment insurance payment can be issued. These requirements can apply to an initial claim or a continued claim.

Employment Development Department (EDD): The California State Agency responsible for administering the Unemployment Insurance Program.

Employment Program Manager (EPM): A state occupational classification. They are first and second level supervisors for EDD's UI Branch field operation centers.

Employment Program Representative (EPR): A state occupational classification. The EPR is the recruiting, training and journey level classification for persons who perform the full range of Job Service or Unemployment Insurance work.

Enterprise Architecture Office (EAO): The EAO is an office within the Information Technology Branch of EDD responsible for Information Technology framework to align IT with the line-of-business automation projects or to establish the technology direction and standards for IT initiatives.

Enterprise Information Security Group (EISG): A group within Infrastructure and Solutions Management Division (ISMD) who is responsible for the integrity and security of EDD's IT infrastructure.

Enterprise Service Bus (ESB): A Service Oriented Architecture (SOA) - based software messaging and integration model for an event-driven and XML-based messaging engine. ESB is not necessarily a single software product, but a set of components and/or products. The ESB provides foundation capabilities that include, but are not limited to, Virtualization of Services, Message Routing, Message Security, and WS-* compliance. Appendix I, Architecture Description provides a more comprehensive definition of ESB.

Executable File (.exe): a file suffix indicating an executable program.

eXtensible Markup Language (XML): eXtensible Markup Language is a standard way of tagging data so it can be read and interpreted by a variety of WEB browsers.

eXtensible Resource Identifier (XRI): A system that provides connectivity between the telephone system switch and the computer system and enables the computer system to instruct the telephone switch to deliver the data to a user's PC at the same time the call is delivered to that user.

eXtensible Style Language (XSL): A specification for separating style (e.g. font and layout) from content when creating HTML or XML pages. The specifications

work much like templates, allowing designers to apply single style documents to multiple pages.

Extract, Transform and Load (ETL): A process that involves extracting data from outside sources, transforming it to fit business needs and loading it into a data warehouse.

Feasibility Study Report (FSR): A formal report required of California state government agencies as a prerequisite to approval of major projects.

Federal Fiscal Year (FFY): Begins October 1 through September 30 of a calendar year.

File Storage Facility: A data repository that stores data used for reporting.

File Transfer Protocol (or Program) (FTP): A File Transfer Protocol that lets users quickly transfer text and binary files to and from a distant or local PC.

First Payment Time Lapse (FPTL): The time interval between the filing of an initial claim and the first payment (date check is mailed). This is a key performance measure governed by the US Department of Labor and used to determine how well a state is meeting timely payment of unemployment insurance benefits.

First-In-First-Out (FIFO): Processing Priority where first caller into the system meeting Skills-Based Routing Criteria is the first caller referred to a queue.

Form 1099-G, Certain Government Compensation: A notice that EDD uses to advise a claimant of the amount of Unemployment Insurance benefits paid and the total federal taxes withheld, if any, during the previous calendar year. The mailing of Form 1099-G is an annual process required under the United States Internal Revenue Code (26 USC 6050B).

Function Test: Testing to ensure the system or components provide necessary functionality to satisfy business functional and technical requirements. Also known as “black box” testing because concerned with the functions performed and not necessarily how the functions are implemented.

Frame Relay: A Data Network communication protocol.

Franchise Tax Board (FTB): A State of California government tax agency.

Graceful Shutdown: The ability of an IT system or component to properly power down in response to an unexpected software / hardware or power failure.

Graphical User Interface (GUI): A program interface that takes advantage of the computer's graphics capabilities to make the program easier to use.

Headsets: Devices including an earpiece and microphone connected to a digital or VoIP telephone and used by agents in Call Centers, in lieu of handsets.

Health and Human Services Data Center (HHSDC): The State data center that provides support for the Employment Development Department. As of July 1, 2005, the HHSDC has been incorporated into the Department of Technology Services.

Hewlett Packard (HP) OpenView: A Hewlett-Packard product that provides monitoring of switched or converged voice and data networks. Additionally, the HP OpenView Windows management solutions allow management and control of Windows servers, applications and IT infrastructure from a Windows-based platform.

HP ProLiant DL380 G4 3.60GHz/1M 2 900MHz Xeon: A server that provides for data recovery and protection.

Hypertext Markup Language (HTML): Hypertext Markup Language is the authoring software language used on the Internet's World Wide Web.

Hypertext Transfer Protocol (HTTP): Hypertext Transfer Protocol is a way of transferring information across the Internet and the World Wide Web.

Hypertext Transfer Protocol Secure (HTTPS): Hypertext Transfer Protocol Secure is a type of server software which provides the ability for "secure" transactions to take place on the World Wide Web.

Independent Verification and Validation (IV&V): Consultants that provide independent, technical review and verification of project deliverables, as well as independent testing and auditing of project deliverables against requirements, with special emphasis placed on deliverable quality assurance and information security reviews. Reports independently to the control agencies and UIMod Steering Committee.

Independent Project Oversight Consultant (IPOC): An Independent Project Oversight Consultant is engaged to provide oversight to a project or projects to ensure the project meets its stated objectives.

Information Security Office (ISO): The Employment Development Department entity that ensures the Department's information assets are protected from loss and unauthorized modification, use, deletion, destruction or disclosure. In times of natural disaster or regional/national states of emergency, the ISO functions as the Department's Operational Recovery Center, coordinating enterprise-level

communication and resource deployment. The ISO also provides technical assistance on the classification of information assets, continuity planning, and operational recovery at all levels of the Department.

Information Technology (IT): All aspects of managing and processing information using computers including hardware, software, and network communications.

Information Technology Branch (ITB): The EDD organizational entity responsible for technology support of programmatic activities.

Information Technology Procurement Plan (ITPP): An integrated plan of acquiring information technology hardware and/or software.

Information Technology Support Center (ITSC): A center supported by the Department of Labor that provides a centralized clearinghouse of UI technology information as well as technical support for state UI technology activities.

Infrastructure Solutions and Management Division (ISMD): A division of the Information Technology Branch that provides the IT infrastructure, systems administration, security management and technical services and support needed to provide a reliable and flexible environment for EDD's automated processes and services. This includes architecture design, building, deploying, supporting, and maintaining the integrity of the computer infrastructure.

Institute of Electrical and Electronics Engineers (IEEE): An organization of engineers, scientists, and students that develops standards for the electronics industry, computers equipment, and software development and implementation.

Insurance Accounting Division (IAD): A division within the Employment Development Department Unemployment Insurance Branch that accounts for benefit payments, identifies and accounts for benefit overpayments, verifies claimant identity (including ownership of social security numbers with multiple users) and generates form 1099G for unemployment insurance and disability insurance benefits paid.

Integrated Database Management System (IDMS): A system used for database management. The Single Client Database (SCDB) is an IDMS database.

Integration: Connecting two or more entities either directly or via an interface to communicate, perform specific tasks or create a more complex system.

Integration/String Testing: Testing in which software components, hardware components or both are combined and tested to evaluate the interaction between them and verify functional, performance and reliability requirements are met. The

term “String” testing comes from the mainframe world, where “String Testing” is defined as the testing of the combined parts of an application to determine if they function correctly.

Intelligent Call Management (ICM): Intelligent Call Management is a generic term for an automated system that interfaces with telecommunication devices to direct the routing of calls. Technology responsible for routing telephone calls based on caller input. The ICM technology has been largely incorporated into Skills-Based Routing systems.

Intelligent Call Routing (ICR): Intelligent Call Routing is the routing of calls using an ICM product to direct the calls.

Intelligent Call Routing System Office (ICRSO): See Unemployment Insurance Resource Management Office (UIRMO).

Intelligent Contact Manager (ICM): The Intelligent Contact Manager is the Cisco product name for ICM.

Interactive Voice Response (IVR): A computer connected to the telephone system that has the ability to play recorded messages to callers, give responses by voice, and collect responses either by voice or touch tone keypad.

Interagency Agreement (I/A): An agreement in which one government agency provides services for another.

Interface: The connection and interaction between software, hardware and/or the user. An interface defines the communication boundary between two entities and provides the means for those entities to exchange information and communicate.

Internet Engineering Task Force (IETF): One of two technical bodies of the Internet Activity Board, to set standards that run the Internet.

Internet Protocol (IP) Addresses: A numerical address used for identifying equipment on a TCP/IP data computer network.

Jitter: Jitter is variability in latency, or delay. If a network provides varying levels of latency (i.e. different waiting times) for different packets or cells, it introduces jitter, which is particularly disruptive to audio communications because it can cause audible pops and clicks.

Kerberos: A computer network authentication protocol which allows individuals communicating over an insecure network to prove their identity to one another in a secure manner. It provides mutual authentication — both the user and the service verify each other's identity through the use of tokens.

LAN Switch Catalyst: A device needed in the Call Centers to filter and forward voice traffic within the offices.

LED Message Sign: A wall sign that can be configured manually or by the UCD to display messages regarding the status of calls received by the Call Centers.

Life Cycle Phase: A project life cycle is one of the components of a system life cycle (see definition of system life cycle) or software life cycle phase (see definition of SDLC). For the UIMOD project, the system life cycle will include the following life cycle terms: Planning, Procurement, System Development, System Implementation, Transition (production support), and M&O (EDD maintained and operated). The UIMOD project will also utilize sub-life cycle phase terminology for the software development component of the system that falls within the System Development and System Implementation life cycle phases (such as the RUP life cycle phases for Software Development).

Lightweight Directory Access Protocol (LDAP): A set of protocols for accessing application directories that includes TCP/IP access and can be used across multiple platforms.

Local Access and Transport Area (LATA): A term used in the United States for a geographic area covered by one or more local telephone companies, which are legally referred to as local exchange carriers (LECs).

Local Area Network (LAN): A small computer data network, generally used to connect computers in a single geographic location.

Log Data: An electronic record of activities within a computer system used mainly for recovery and audit. A business application may use the “log” approach to record its activities for the purpose of recovery, audit, reporting, and interface.

Management Information System (MIS): A computer-based system of processing and organizing information so as to provide various levels of management within an organization with accurate and timely information needed for supervising activities, tracking progress, making decisions, and isolating and solving problems. In the EDD context, this is sometimes called CCMIS or Call Center Management Information System.

Managers: The Employment Development Department (EDD) staff that oversee other EDD staff and are generally responsible for workload management.

Marketing and Constituent Services (MACS): An office, within EDD, responsible for the coordination and communication of EDD's marketing and constituent services policies, principles, issues, and efforts. The office is also

responsible for the development of marketing materials, newsletters, and outreach tools.

Markup Language (ML): Markup Language is special codes in a document that specify how parts of it are to be processed by an application.

Master Service Agreement (MSA): The MSA is one type of contracting vehicle created to allow the rapid acquisition of services by non-governmental entities (the private sector) without the more laborious contracting vehicles used for very large procurements.

MCI: A provider of long distance, 800, and enhanced call routing services.

Mean Time Between Failures (MTBF): Approximately, the average time until a projected equipment failure occurs.

Mean Time to Repair (MTTR): The average time required to return a failed device or system to service.

Memorandums of Understanding (MOU): A written agreement between governmental agencies (similar to a contract that is used exclusively for vendors) that allows both parties to agree to provide services and support to each other in support of a project. When financial considerations are also part of the agreement, an Inter Agency Agreement (IA or IAA) may be used. For the UIMOD project, MOUs could be written between EDD organizations and the UIMOD Project Office to clarify specific obligations that will be fulfilled in accordance with the SPR and MPP.

Microsoft (MS): Microsoft is the name of a software company.

Million bits per second (Mbps): One million bits per second.

Multiple Virtual Storage (MVS): An operating system used by IBM mainframe computers.

MVS/CICS/COBOL: Application programs that form the automated UI, DI, Benefit Accounting, and related miscellaneous systems.

Non-Paid Weeks: One or more weeks where the Claimant is not eligible to receive a benefit payment. Sometimes referred to as unpaid weeks.

Norstan: The Intelligent Contact Manager support vendor via a subcontract with MCI.

Nortel: A provider of telecommunications equipment and software.

Notification of Award: A notice informing the Claimant of their claim dates, benefit amounts (maximum and weekly) payable, work search requirements and the wages that were used to calculate their awards. This notice also contains information on how to dispute incorrect information.

Office of Appeals (OAP): One of 12 area offices that schedule appeal hearings with an Administrative Law Judge (ALJ) when a claimant or employer files an appeal to a Department ruling or determination of eligibility. The OAP also issues the ALJ's decision to all interested parties.

Office of Documents, Publications, and Distribution (ODPD): The print facility located in West Sacramento that prints and mails benefit checks and Employment Development Department (EDD) forms. The ODPD is part of EDD's Business Operations Planning and Support Division.

Office of Management and Budget (OMB): A federal government agency.

Office of Systems Integration (OSI): The state organization that is providing project management services to the UIMOD project.

Online Transaction Processing (OLTP): A type of system architecture. The aim of an OLTP application is to enable a number of users to interactively and concurrently query and update a shared database, according to predefined activities commonly referred to as "transactions."

Open Database Connectivity (ODBC): A standard database access method that makes it possible to access data from any application, regardless of which database management system is handling the data. The ODBC manages this by inserting a database driver between an application and the database which translates the application's data queries into commands the database management system understands.

Operating System (OS): An Operating System is the software application used for basic operations of a computer system.

Packeteer 6500: A device installed in remote locations that allows bandwidth shaping to manage network performance and quality of service.

Parallel Operations: Operating both the legacy and replacement systems concurrently for a specified period, in order to test the new system. The legacy system is assumed to be the "production" system of record, while the replacement system is assumed to be in a "development", non-production status. During parallel operation, both systems operate concurrently, support the same function, process the same data, and are expected to produce the same result.

Parallel Testing: Simulates transactions in two systems to verify that the results from the two systems are similar (or in some cases, exact).

Partial Program: An unemployment insurance program in which employers may voluntarily elect to participate if their employees are temporarily laid off and/or have reduced earnings. The employer must certify that the employee/claimant had reduced earnings in a week due to lack of work. (Currently, the employer certifies on a Notice of Reduced Earnings and issues it to the claimant. The claimant completes the claimant certification portion and submits it to the EDD in lieu of a Continued Claim Certification form (DE 4581).)

PBX/ACD/SBR Chassis: Cabinets needed to house the various servers needed to support UCD system.

Peaceful Coexistence: No interference or adverse affects when the systems are running side by side and possibly using the same interfaces.

Peak Volume: The volume of Unemployment Insurance claims fluctuates based on seasonal changes in employment and economic cycles; i.e., more claims are filed during winter when fewer people are working and more claims are filed during an economic recession. The UCD system will be designed to respond to a peak volume of claims that might occur in winter during a major recession.

Penalty weeks: A time penalty that is imposed when the claimant has violated Unemployment Insurance regulations (e.g. false statement). Penalty weeks must be reduced to zero before benefits can resume. Penalty weeks are reduced one-for-one when the Claimant is otherwise eligible to receive benefits for a particular week (i.e. penalty weeks are reduced in lieu of the Claimant receiving payment for a particular week). Penalty weeks are determined after a determination interview.

Performance Testing: Testing performed to determine the degree to which a system or component accomplishes its designated functions within given constraints such as speed, accuracy, and memory usage. Performance testing is done to demonstrate the system or components meet performance criteria and do not introduce unacceptable degradation in system performance.

Periphonics: A provider of telecommunications equipment, generally known for IVR equipment.

Personal Identification Number (PIN): A number used by UI claimants to verify identity prior to access of confidential information.

Plain Old Telephone Service (POTS): Plain Old Telephone Service is the basic service supplying standard single line telephone, telephone lines and access to the public switched network.

Post-Implementation Evaluation Report (PIER): The Post-Implementation Evaluation Report is a required evaluation for a State of California automation project to determine how well the project met the stated objectives in the FSR or Special Project Report (SPR).

Primary Adjudication Center (PAC): Currently the UI Primary Adjudication Centers are responsible for adjudicating eligibility issues regarding UI claims. At the time of project implementation, these offices will become multifunctional Call Centers that are also responsible for filing claims and responding to requests for information.

Primary Call Center (PCC): Currently, the Unemployment Insurance Primary Call Centers are responsible for filing claims and responding to requests for information. At the time of project implementation, these offices will become multifunctional Call Centers that are also responsible for adjudicating eligibility issues regarding UI claims.

Private Branch Exchange (PBX): A telephone switch designed for use in a single location.

Production & Operations Management Division (POMD): A division with in the Information Technology Branch which provides the day-to-day operations and support of EDD's production environment. This includes operations management; change, configuration, and release management; systems testing, service desk / incident management; call center operations, mainframe batch processing, client server operations, and the scheduling of EDD's entire batch and online jobs.

Program Activity Support System (PASS): A system used by Job Service staff to record services provided to clients.

Program Analysts: The Employment Development Department (EDD) staff in Central Office that create reports, publish web content and initiate procedures and policy for the EDD Unemployment Insurance Program. Program analysts analyze data to identify trends and detect fraud.

Project Management Body of Knowledge (PMBOK): Information Technology project management supported by a discipline and a formal body of knowledge that defines a project from inception to implementation.

Project Management Institute (PMI): A professional organization for Program Managers.

Project Management Methodology (PMM): A Project Management Methodology is EDD's Project Management office adopted as their standard.

Project Management Office (PMO): Within Information Technology, an office established within an IT organization to provide project managers for major projects or to provide technical support to project managers. A PMO has been established for the UI Modernization Project under the jurisdiction of HHSDC.

Project Management Plan (PMP): A formal approved document that defines how the prime vendor will execute, monitor and control all contractually obligated activities stated in the prime contract. For the UIMOD project, the PMP will be a subset of the Master Project Plan (MPP) which is administered by the project office and discusses the full scope of the project (including the work performed by the prime vendor in the PMP).

Project Office Management Plans (POMP): A collection of key project plans that describe the project management methodology that will be employed by the UIMOD project office.

Public Customer: A customer of the Employment Development Department. Customers can include Employers, Claimants, Training Providers or General Information Seekers.

Public Switched Telephone Network (PSTN): A telephone system based on copper wires carrying analog voice data.

Quality of Service (QoS): The measure of voice quality delivered to telephone appliances.

Queuing: The process whereby calls wait for routing to agents.

Query Management Facility (QMF): An IBM tool used at the Employment Development Department to query information from historical transaction data on DB2 originating from the Unemployment Insurance System (UIS), Unemployment Insurance Scheduling System (UISS), and Single Client Database (SCDB).

READS: Convention used in Use Case documentation to refer to action taken by the system to present a prerecorded piece of information in response to a selection by an Actor (a Department staff person, a caller, or an auxiliary system).

Regression Testing: Testing performed to ensure program changes do not introduce unintended consequences, such as negatively affecting performance or existing system functionality so that it stops working or no longer works in the same way as it did previously.

Release Management: The process of coordinating and managing the activities by which all releases to the production Information Technology environment are planned, tested, and implemented.

Release Readiness Review (RRR): The release readiness review is one of the four operations management reviews in the Microsoft Operations Framework (MOF) process model and is the final management checkpoint and approval step before deploying a release.

Remote Authentication Dial In Service (RADIUS): An authentication, authorization and accounting protocol for applications such as network access or IP mobility; a distributed client/server system that secures networks against unauthorized access.

Request for Comment (RFC): The development of TCP/IP standards, procedures, and specifications is done via this mechanism. RFCs are documents that progress through several development stages, under the control of Internet Engineering Task Force (IETF), until they are finalized or discarded.

Request for Proposal (RFP): A means for soliciting bids for equipment and services based on a price and a specific set of requirements.

Responsibility Assignment Matrix (RAM): A structure that relates the project organizational breakdown structure to the work breakdown structure to help ensure that each component of the project's scope of work is assigned to a responsible individual.

Risk Management Plan (RMP): A Risk Management Plan should document the procedures that will be used to manage risk throughout the project.

Risk Management Worksheet (RMW): A Risk Management Worksheet is a tool that leaders may use to track and document risk.

Recomputation: A process used to make monetary adjustments to a claim (i.e. addition/deletion of base period wages) or to change the state of a claim (i.e. benefit year beginning date change, SSN change or cancellation of claim). A recomputation can occur at anytime during the life of a claim and may require adjustment of prior payments when there is a change in the benefit award.

Router Cisco 3825: The device that manages data packets on the network. In VoIP configurations, the device manages local voice traffic and is installed at the Call Centers.

Salt: Random bits used as one of the inputs to a key derivation function. A salt and a password may be inputs to a key derivation function generating an

encrypted version of the password. The additional salt data makes it more difficult for attackers to decrypt the passwords.

Seats: The number of workstations (or agent licenses) available within a call center.

Secure Sockets Layer (SSL): A protocol for transmitting information securely via the Internet. The SSL uses a cryptographic system that uses two keys to encrypt data – a public key known to everyone and a private or secret key known only to the recipient of the message.

Security (also referred to as Information Security Office (ISO) and Enterprise Information Security Group (EISG): Two different groups within EDD who are responsible for the integrity and security of EDD's IT infrastructure.

Security Testing: Testing to determine the degree to which the system protects data, as well as to ensure the system functionality is maintained. This testing includes probing for vulnerabilities and searching for methods to penetrate the system's defenses.

Senior Information Systems Analyst (Sr ISA): A state occupational classification. This person acts as a project leader on the most complex information technology studies, systems, problems, installations, or other IT related tasks.

Service Container: Software that acts as a parent program to hold and execute a set of Web Services or Enterprise Services.

Service Oriented Architecture (SOA): Service Oriented Architecture (SOA) is a set of components, design patterns, guidelines and principles for execution of business processes as a continuously evolving network of value added services. SOA relies on an integrated framework that includes a repeatable modeling and development methodology, open standards, best practices, a reference architecture and a configurable run-time architecture to provide semantically reconciled model time and run time environments for a agile enterprise. SOA advocates use of a loosely coupled architecture that does not require procedural coding to "compose" applications & transform business objects. Technical components of a SOA include use of a multi-Layer, multi-tier distributed architecture, and XML format for messages and objects. Appendix I, Architecture Description provides a more comprehensive definition of SOA.

Session Initiation Protocol (SIP): The IETF standard for establishing VoIP connections is Session Initiation Protocol (SIP).

Shelf Server: A remote server used by some vendors that allows a local telecommunications system to communicate with the PTSD cloud. These servers are used in traditional telephony configurations.

Shelves: See Shelf Server.

Signal System 7 (SS7) Server: A high speed switching server that is located in remote locations and allows the local telecommunication system to communicate with the PTSD cloud. SS7 servers are unique to traditional Telephony implementations and are offered as the PTSD communication solution by some vendors.

Signature/Digital Signature: For a data record or object it is a text string generated by software using HASH value of input data record/object and X.509 certificate as defined in PKI standards.

Signed: Means that a “signature” is created for a data record/object.

Simple Mail Transport Protocol (SMTP): Simple Mail Transport Protocol is a TCP/IP protocol for sending e-mail between servers.

Simple API for XML (SAX): Defines the API that wraps an XML Reader implementation class.

Simple Network Management Protocol (SNMP): This is an alarm, monitoring and control protocol that is used to monitor and control network connected devices. Simple Network Management Protocol is the most common method by which network management applications can query a management agent using a supported Management Information Base.

Simple Object Access Protocol (SOAP): A lightweight Extensible Markup Language (XML) based messaging protocol used to encode the information in Web service request and response messages before sending them over a network. The SOAP messages are independent of any operating system or protocol and may be transported using a variety of Internet protocols, including Simple Mail Transfer Protocol (SMTP) and HyperText Transport Protocol (HTTP).

Single Client Database (SCDB): An Integrated Database Management System (IDMS) containing Unemployment Insurance and Disability Insurance claim information. The term is also used loosely to refer to the CICS applications that use the SCDB.

Skills-Based Routing (SBR): Call Routing to the most skilled agent within the system and queuing for that agent based on user configurable parameters.

Smart Client: An Internet-connected device that allows the user's local applications to interact with server-based applications through the use of Web services.

Smoke Testing: A preliminary set of tests to ensure major application functionality works and reveal simple failures severe enough to reject a prospective software release from any further testing.

Social Security Administration (SSA): The federal agency that assigns social security numbers and administers the Social Security Program.

Social Security Number (SSN): The identification number provided to workers that identifies an account maintained by the Social Security Administration (SSA). Currently used as the primary identifier for all claims.

Software Project Management Plan (SPMP): A plan for managing the development and implementation of computer software.

Southwest Bell Corporation (SBC), SBC Messaging Services, and SBC Datacomm: Southwestern Bell Corporation and subdivisions.

Spanlink: The Intelligent Contact Manager support vendor via a subcontract with MCI.

SPEAKS: Convention used in Use Case documentation to refer to action taken by the system to present a customized message in response to an Actor (a Department staff person, a caller, or an auxiliary system) input and/or data look-up.

Special Project Report (SPR): A report used by California State Government agencies that describes a project and acts as a means of gaining final approval of a project before an RFP is issued. This document is used if there are any changes or modifications to the original FSR.

Staff Information Systems Analyst (SISA): A state occupational classification. Acts as a project leader on complex information technology studies, systems, problems, installations, or other IT related tasks.

Staff Services Analyst (SSA): A state occupational classification. Performs analytical work in one or more areas of a broad range of governmental and managerial problems in a wide variety of consultative and analytical assignments (such as program evaluation, systems development, budget, and other related work).

Staff Services Manager (SSM) I: A state occupational classification. First level supervisor in the performance of a wide variety of fiscal, management, administrative, and staff services functions.

State Information Management Manual (SIMM): The State Information Management Manual provides direction to California State agencies and departments related to automation efforts.

Stateless: A system or protocol which does not keep a persistent state between transactions and does not keep track of configuration settings, transaction information or any other data for the next session. When a program "does not maintain state" (is stateless) it cannot take information about the last session into the next, such as settings the user chose or conditions that arose during processing. A stateless server is one which treats each request as an independent transaction, unrelated to any previous request.

Storage Area Network (SAN): A network of storage devices that allows data to be shared by multiple servers. The SAN server acts as the link between the larger network and the storage devices.

Stub Message: Message field on the benefit payment check stub used to notify claimants of payment reductions and claim status.

Stress Testing: Operational testing to determine how well a system functions under actual business conditions and to evaluate a system at or beyond the limits of its specified requirements. Tests how well a system can maintain performance requirements under high workload and peak usage.

Structured Query Language (SQL): Structured Query Language is a powerful data base language used for creating, maintaining and viewing data base data.

Switching Points: Locations (equipment) within the system at which network traffic (either telecommunications or data) is directed from location 'A' to location 'B'.

System Account Administrator: The staff responsible for maintaining system user accounts. Adds, deletes and modifies user account information and configurations to provide authorized users with appropriate system access.

System Administrator: The staff responsible for the operation and maintenance of a computer system. Duties may include applying operating system updates, and configuration changes, installing and configuring new hardware/software and system performance tuning.

System Implementation: System implementation includes the activities of the project office and prime contractor in deploying the new system into the target (or

production) environment. This includes but is not limited to, the installation of equipment, the installation of software, the rollout of new or modified business processes, and the delivery of supporting documentation. Implementation is complete upon system acceptance by the EDD maintaining organizations, and when the system is deemed “In production”. Since the UIMOD project may be developed, implemented, and transitioned in iterations, these processes may be repeated and overlap between iterations.

System Life Cycle: A strategic term that looks at the life of a system from development through end-of-life (sometimes called cradle to grave). For the UIMOD project, the system life cycle will include the following life cycle terms: Planning, Procurement, System Development, System Implementation, Transition (production support), and M&O (EDD maintained and operated).

System Management Server (SMS): A System Management Server allows for desktop management.

System Security Administrator: The Employment Development Department staff that is responsible for updating, monitoring and managing system security.

Systems Implementation Contractor: The external service provider that will develop, or otherwise supply and implement the UIMOD system.

Systems Software Specialist (SSS) I: A state occupational classification. Acts as a leader on systems software projects, and / or works independently as a technical specialist on complex system assignments.

Systems Software Specialist (SSS) II: A state occupational classification. Acts as a team leader on the more complex systems software projects, and / or works independently as a high-level technical specialist on the more complex system assignments.

Systems Software Specialist (SSS) III: A state occupational classification. Works independently as the recognized technical specialist on the maintenance and / or installation of the most complex software systems and software projects. And / or acts as a leader on projects involving the conversion to the most complex computer configurations.

System Testing: Functional testing of applications and hardware in an environment that closely approximates the production environment to ensure that the system fulfills its functional requirements as designed and approved and that all interfaces to external systems are working correctly with no unintended side effects. A functional validation of the entire software system will discover any incorrect implementations of the requirement specifications.

System Testing Group (STG): An independent testing group within POMD that provides system, integration and regression system test services for new systems/sub-systems, programs and program changes prior to production release. The focus is on applications for the UI, DI and related accounting (Benefit Accounting System-BAS) program areas regardless of the platform. Stress/load testing is also performed for mainframe, client-server and web applications.

T1 Cards: Cards placed in a digital switch that connects digital telephone to T1 lines in Traditional Telephony configurations. Digital Cards are designed to support from one to four virtual analog telephone lines, depending on the manufacturer. For CCNPAU Traditional Telephony studies, a ration of one card to two virtual analog telephone lines was used.

TAMe: The EDD's implementation of the IBM TAM products hosted by DTS.

Tax Accounting System (TAS): The TAS is used to account for monies (taxes and withholdings) sent in by employers. It contains employer information such as employer name, employer account number (tax ID number), and address. The TAS utilizes an IDMS database.

Teale Data Center (AKA Stephen P. Teale Data Center): The State data center that provides support for the Employment Development Department. As of July 1, 2005, the Teale Data Center has been incorporated into the Department of Technology Services.

Technology Policy and Planning Division (TPPD): Provides a variety of general internal administrative functions within the ITB, such as personnel, budget, business services, and training administration. It would also provide procurement, telecommunications support, and "moves, adds and changes (MACs)" services for other entities within the Department. In addition, TFSD would be responsible for services that cross multiple ITB division lines (e.g., IT policy/standards, marketing, project management, enterprise architecture, strategic planning, IT consulting, and feasibility study consulting).

Terminal Access Controller Access-Control System Plus (TACACS+): A security application that provides centralized validation of users attempting to gain access to a router or network access server. (TACACS+ is CISCO's propriety security implementation of TACACS.)

Text-To-Speech (TTS): A form of speech synthesis that converts text into spoken voice output.

Tivoli Access Manager for E-government (TAM): An IBM security system used for Internet security that is hosted by DTS. This system is implemented at EDD as TAME.

Training Provider: Any authorized person at a training facility who verifies that a Claimant is satisfactorily participating in their approved training program. (This may be the Claimant's instructor or the registrar of the training facility.)

Transition : Transition (also called OSI M&O Type 1) includes all the activities of the project office and prime contractor in transferring responsibility of the system and project over to the EDD maintaining organizations. The transition officially ends at the successful conclusion of the prime contract and the OSI project office Interagency Agreement obligations. Since the UIMOD project may be developed, implemented, and transitioned in iterations, these processes may be repeated and overlap between iterations.

Transitional Claim: An initial claim filed immediately after expiration of the prior claim (first claim) in which the Claimant was paid at least \$1 in the final week of that claim. The Waiting Period (WP) week on a transitional claim (the second claim) is postponed to the first payable week after the first break in certification.

Transmission Control Protocol/Internet Protocol (TCP/IP): A combined data network communications protocol and addressing system that is common in modern computer networks.

Trunk Level 1 (T1): A dedicated phone connection supporting data rates of 1.544M bits per second. A T-1 line consists of 24 individual channels, each of which supports 64K bits per second. Each 64K bit/second channel can be configured to carry voice or data traffic.

UI Modernization Bidder Library: There are a number of documents that are too large to be attached to these architecture requirements and specifications. These documents will be maintained in a library available to providers who are potential bidders on the CCNPAU engagement. Some documents included in the library are network standards, security standards, and equipment standards.

UI Modernization Project (UIMOD): The combination of the CCR and CCNPAU projects.

Unemployment Insurance (UI): An insurance system created under the Social Security Act of 1935 that pays benefits to eligible persons who are temporarily unemployed.

Unemployment Insurance Branch (UIB): The Unemployment Insurance Branch is a branch of EDD that provides unemployment insurance services to California's workers and employers.

Unemployment Insurance Branch Field (UIB Field): Sites located throughout the state of California staffed by UI personnel who process UI claims.

Unemployment Insurance Claim Processing Division (UICPD): The Unemployment Insurance Claim Processing Division is responsible for providing information about unemployment insurance, claim filing services, payment of UI benefits and issuing rulings to employers.

Unemployment Insurance Division Adjudication Centers (UIDAC): The Unemployment Insurance Division Adjudication Centers for determinations of eligibility for unemployment insurance, determining employer liability for benefit charges, investigating fraud and recovery of inappropriate charges against the UI Trust Fund.

Unemployment Insurance Division Central Office (UIDCO): Coordinates the program activities across the branch, with other Department entities, state agencies, and federal partners, and oversees the UI program.

Unemployment Insurance Resource Management Office (UIRMO): The Unemployment Insurance Resource Management Office is an office within the EDD UI Branch. In partnership with the Information Technology Branch, the UIRMO applies call routing software solutions, and provides management information services in support of UI call centers and adjudication centers. (Formerly known as the Intelligent Call Routing System Office.)

Unemployment Insurance System (UIS): A group of related COBOL applications that accesses the Single Client Database (SCDB) and supports the Unemployment Insurance Program. The continued claim process is currently part of the Unemployment Insurance System (UIS).

Unemployment Insurance Scheduling System (UISS): A system that allows staff to schedule determination of eligibility interview appointments. The UISS is an MVS/CICS/COBOL application running on a DB2 database.

Unified Call Distribution (UCD): A single system that will provide Interactive Voice Response (IVR) and Intelligent Call Management (ICM) for the Call Centers

Unified Modeling Language (UML): A general-purpose notational language for specifying and visualizing complex software, especially large, object-oriented projects.

Uninterruptible Power Supply (UPS): A device that provides battery backup for equipment to sustain electrical power for a limited time so that a graceful shut-down or switch-over to generator can occur. The UPS systems for technology

support includes software that automatically triggers a graceful shut-down when the UPS device is invoked.

Unit Testing: Testing, normally done by developers, which ensures that every logic path and function within a single entity (i.e., program or module plus all its components) operates as designed.

United States Postal Service (USPS): The federal entity responsible for the United States mail system.

Users: People who access or use the various UI services / systems. This includes personnel at EDD and external people (i.e. other state agencies, clients, claimants) that may access or use these services / systems.

User Acceptance Testing: Testing performed by users to ensure the application meets business functional requirements. Acceptance testing validates the application's acceptance criteria in a production-like environment prior to acceptance into the production environment.

Virtual Private Network (VPN): A way to communicate through a dedicated server securely to a corporate network over the Internet. Windows NT, 2000 and XP offer native VPN support. VPNs are recommended to secure 802.11b wireless LANs as well.

Virtual Storage Access Method (VSAM): Virtual Storage Access Method is a very fast random access file system for MVS that allows non-sequential retrieval of records based on the value of keys within them.

Voice eXtensible Markup Language (VXML): Voice eXtensible Markup Language is software designed to let you talk to the web sites, to have them answer you.

Voice Gateway Enterprise Switch: In Voice-Over-Internet Protocol configurations, a device at a central site that routes calls to agents and allows rerouting of calls when agents in a remote site are not available.

Voice Mail: Devices that store voice messages from callers.

Voice Processing System – Integrated System (VPS-IS): Voice Processing System – Integrated System is an Interactive Voice Response unit.

Voice over Internet Protocol (VoIP): A software/hardware solution that converts voice transmissions to digital IP packets that are transmitted over the same lines as digital data.

VoIP Telephone Sets: Telephone sets for Voice-Over-Internet Protocol configurations.

Wage Overlaps: Wages that a claimant earns in a week where unemployment insurance benefits are paid. These wages cause a reduction in unemployment insurance benefits.

Web Access Manager (WAM): Software that authenticates and authorizes external users to an Internet based software application.

Web-Based Claim Filing (WBCF): An intranet system currently under development that will provide Unemployment Insurance staff with Web based tools for filing initial Unemployment Insurance claims. The UIMOD system will utilize data collected by WBCF.

Web Content Management (WCM): A class of tools that is used to assist in publishing content to the web.

Web Form: An ASP.NET Web application which uses HTML forms and tables to interact with the Web browser.

Web Server: A computer that delivers Web pages to browsers and other files to applications via the HTTP protocol. It includes the hardware, operating system, Web server software, TCP/IP protocols and site content (Web pages and other files).

Weekly Benefit Amount (WBA): The maximum amount of Unemployment Insurance benefits the Claimant is potentially entitled to receive each claimed week. This amount is calculated based on earnings in the highest quarter of the base period.

Wide Area Network (WAN): A large computer data network that connects sites or LANs.

Work Breakdown Structure (WBS): A deliverable-oriented grouping of project elements that organizes and defines the total work (scope) of the project. Each descending level represents an increasingly detailed definition of the project work.

Work Sharing Program: A program that allows for payment of unemployment insurance benefits to individuals whose work hours and wages have been reduced due to a temporary slowdown, and the entire workgroup has had a reduction of at least ten percent. Employers must register for the program and submit a list of participating employees. (Currently, employers provide program eligibility for specific weeks on a DE 4581WS form and issue it to their

employees who complete the claimant portion of the form and submit it to the EDD in lieu of the DE 4581).

Worker Profiling and Reemployment Services (Profiling): An automated system used to identify Unemployment Insurance claimants who are likely to exhaust their UI benefits and provide them with job search assistance. Claimants selected to participate are referred to various workshops and may be required to complete additional activities. A claimant may be disqualified from receiving UI benefits for failure to participate in Profiling activities. The Profiling system utilizes a DB2 database.

X.25: X.25 is a common reference point by which mainframe computers, mini-computer, word processors, can be made to work together over a type of data communications network called a packet switched network.

XML Data Objects (XDO): A data programming model based on the concept of disconnected data graphs (Object Containers). A data graph is a collection of tree-structured data objects (i.e XmlDocuments). Under the disconnected data graphs architecture, a client retrieves a data graph from a data source, mutates the data graph, and can then apply the data graph changes back to the data source. Data access assumes optimistic concurrency. Appendix I, Architecture Description provides a more comprehensive definition of XDO.

XML Schema Definition (XSD): A way to describe and validate data in an XML environment. An XSD defines a type of XML document in terms of constraints upon what elements and attributes may appear, their relationship to each other, what types of data may be in them, etc.

Acronym List

ACRONYM	DESCRIPTION
A&ED	Audit and Evaluation Division
AAD	Application Architecture Description
ACD	Automatic Call Distribution System
ACPG	Automated Call Processing Group
AD	Architecture Description
ACES	Activity Calendar and Event Scheduler
AES	Advanced Encryption Standard
AGPA	Associate Governmental Program Analyst
AISA	Associate Information Systems Analyst
ANI	Automatic Number Identification
API	Application Programming Interface
ASP	Acquisition Services Program
ASR	Automated Speech Recognition
ASSS	Associate Systems Software Specialist
ATM	Asynchronous Transfer Mode
AT&T	American Telephone & Telegraph
AW	Administrative Work Station
BAS	Benefit Accounting System
BCP	Budget Change Proposal
BI	Business Intelligence
BOPSD	Business Operations Planning and Support Division
BRF	Business Rules Framework
BWDB	Base Wage Database
CAL	Client Access License
CaIJOBS	California Job Opening Browser System
CAT 5	Category 5
CAT 6	Category 6
CC	Continued Claim
CCOG	Call Center Operations Group
CCPTL	Continued Claim Payment Time Lapse
CCR	Continued Claims Redesign
CCRS	Continued Claims Redesign System
CCNPAU	Call Center Network Platform and Application Upgrade
CI	Configuration Item
CICS	Customer Information Control System
CICS/COBOL	Customer Information Control System/Common Business Oriented Language
CIO	Chief Information Officer
CM	Configuration Management
CMAS	California Multiple Award Schedule
COTS	Commercial Off-the Shelf
CPE	Customer Premises Equipment
CSR	Customer Service Representative
CSU/DSU	Channel Service Unit/Data Service Unit
CTB	California Training Benefits
CTI	Computer Telephony Integration
.dll	Dynamic Link Library
DGS	Department of General Services

ACRONYM	DESCRIPTION
DHCP	Dynamic Host Configuration Protocol
DIS	Disability Insurance System
DMS 100	Digital Multiplex System 100
DMV	Department of Motor Vehicles
DMZ	Demilitarized Zone
DO	Division Office
DOF	Department of Finance
DOL	Department of Labor
DOM	Document Object Model
DPM II	Data Processing Manager II
DS3	Digital Sound, level 3
DSL	Definitive Software Library
DSP	Digital Signal Processing
DTL	Determination Time Lapse
DTS	Department of Technology Services
DVBE	Disabled Veteran Business Enterprise
DXML	Dynamic eXtensible Markup Language
.exe	Executable File
EAO	Enterprise Architecture Office
ECN	EDD Client Number
EDD	Employment Development Department
EISG	Enterprise Information Security Group
EPM	Employment Program Manager
EPR	Employment Program Representative
ESB	Enterprise Service Bus
ETL	Extract, Transform and Load
FFY	Federal Fiscal Year
FIFO	First-In-First-Out
FPTL	First Payment Time Lapse
FSR	Feasibility Study Report
FTB	Franchise Tax Board
FTP	File Transfer Protocol (or Program)
GUI	Graphical User Interface
HHSDC	Health and Human Services Data Center
HP	Hewlett Packard Open View
HTML	Hypertext Markup Language
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure
I/A	Interagency Agreement
IAD	Insurance Accounting Division
ICM	Intelligent Call Management
ICR	Intelligent Call Routing
ICRSO	Intelligent Call Routing System Office
IDMS	Integrated Database Management System
IEEE	Institute of Electrical and Electronics Engineer
IETF	Internet Engineering Task Force
IP	Internet Protocol Addresses
IPOC	Independent Project Oversight Consultant
ISMD	Infrastructure Solutions and Management Division

ACRONYM	DESCRIPTION
ISO	Information Security Office
IT	Information Technology
ITB	Information Technology Branch
ITPP	Information Technology Procurement Plan
ITSC	Information Technology Support Center
IVR	Interactive Voice Response
IV&V	Independent Verification and Validation
LAN	Local Area Network
LATA	Local Access and Transport Area
LCP	Life Cycle Phase
LDAP	Lightweight Directory Access Protocol
M&O	Maintenance and Operation
MACS	Marketing and Constituent Services
Mbps	Million bits per second
MIS	Management Information System
ML	Markup Language
MOU	Memorandums Of Understanding
MPP	Master Project Plan
MS	Microsoft
MSA	Master Service Agreement
MTBF	Mean Time Between Failures
MTTR	Mean Time to Repair
MVS	Multiple Virtual Storage
OAP	Office of Appeals
ODBC	Open Database Connectivity
ODPD	Office of Documents, Publications, and Distribution
OLTP	Online Transaction Processing
OMB	Office of Management and Budget
OS	Operating System
OSI	Office Systems Integration
PAC	Primary Adjudication Center
PASS	Program Activity Support System
PBX	Private Branch Exchange
PCC	Primary Call Center
PIER	Post-Implementation Evaluation Report
PIN	Personal Identification Number
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PMM	Project Management Methodology
PMO	Project Management Office
PMP	Project Management Plan
POMD	Production & Operations Management Division
POMP	Project Office Management Plans
POTS	Plain Old Telephone Service
PSTN	Public Switch Telephone Network
QoS	Quality of Service
QMF	Query Management Facility
RADIUS	Remote Authentication Dial In User Service
RAM	Responsibility Assignment Matrix

ACRONYM	DESCRIPTION
RFC	Request For Comment
RFP	Request For Proposal
RMP	Risk Management Plan
RMW	Risk Management Worksheet
RRR	Release Readiness Review
SAN	Storage Area Network
SAX	Simple API for XML
SBC	Southwest Bell Corporation
SBR	Skills Based Routing
SCDB	Single Client Database
SEI	Software Engineering Institute
SIMM	State Information Management Manual
SIP	Session Initiation Protocol
SISA	Staff Information Systems Analyst
SISO	California State Information Security Office
SMTP	Simple Mail Transport Protocol
SMS	System Management Server
SNMP	Simple Network Management Protocol
SOA	Service Oriented Architecture
SOAP	Simple Object Access Protocol
SPMP	Software Project Management Plan
SPR	Special Project Report
SQL	Structured Query Language
Sr ISA	Senior Information Systems Analyst
SS7	Signal System 7 Server
SSA	Social Security Administration
SSA	Staff Services Analyst
SSL	Secure Sockets Layer
SSM	Staff Services Manager
SSN	Social Security Number
SSS I	Systems Software Specialist I
SSS II	Systems Software Specialist II
SSS III	Systems Software Specialist III
STG	Systems Testing Group
T1	Trunk Level 1
TACACS+	Terminal Access Controller Access Control System Plus
TAM	Tivoli Access Manager for E-government
TAMe	Tivoli Access Manager for e-Business
TAS	Tax Accounting System
TCP/IP	Transmission Control Protocol/Internet Protocol
TPPD	Technology Policy and Planning Division
TTS	Text-To-Speech
UCD	Unified Call Distribution System
UI	Unemployment Insurance
UIB	Unemployment Insurance Branch
UIB Field	Unemployment Insurance Branch Field
UICPD	Unemployment Insurance Claim Processing Division
UIDAC	Unemployment Insurance Division Adjudication Centers
UIDCO	Unemployment Insurance Division Central Office

ACRONYM	DESCRIPTION
UIMOD	Unemployment Insurance Modernization
UIRMO	Unemployment Insurance Resource Management Office
UIS	Unemployment Insurance System
UISS	Unemployment Insurance Scheduling System
UML	Unified Modeling Language
UPS	Uninterruptible Power Supply
USPS	United States Postal Service
VPN	Virtual Private Network
VPS-IS	Voice Processing System-Integrated System
VoIP	Voice over Internet Protocol
VSAM	Virtual Storage Access Method
VXML	Voice eXtensible Markup Language
WAM	Web Access Manager
WAN	Wide Area Network
WBCF	Web-Based Claim Filing
WBS	Work Breakdown Structure
WCM	Web Content Management
WBA	Weekly Benefit Amount
XDO	XML Data Objects
XML	eXtensible Markup Language
XRI	eXtensible Resource Identifier
XSD	WML Schema Definition
XSL	eXtensible Style Language